

Who we are:

Transportation is so basic that many of us overlook its overwhelming importance in our daily lives. Practically everything used in our homes, offices, or schools across Tennessee – from furniture to food items to clothing – requires a large and complex transportation network. The Tennessee Department of Transportation provides citizens of Tennessee and travelers with one of the best transportation systems in the country. TDOT is a multimodal agency with responsibilities in building and maintaining roads, aviation, public transit, waterways, railroads, cycling and walking. Our involvement ranges from airport improvements to funding transit buses to planning for river ports. The Department of Transportation has approximately 3,500 employees with four statewide region facilities in Knoxville, Chattanooga, Nashville, and Jackson.



Field Services Manager

Materials & Tests Division – Field Services Section

\$124,800 annually

Job Overview

The Field Services Manager will lead, mentor, and train Field Services through empowerment, communication, and delegated authority. This position will develop work plans that align with the Field Services' strategic vision and will effectively delegate authority and responsibility, when applicable while ensuring the availability of resources for the Field Services Section to be successful.

This position will assist in the development of department policies, discipline-specific technical guidance, procedures, and manuals and assist the District Operations and Project teams in the acceptance, testing, and verification of materials and in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The Field Services Manager will supervise Team Leads and will develop performance plans, schedules, and budgets, ensuring the expected outcomes, performance, and accountability of each team member. The Field Services Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the Field Services Section.

Essential Job Responsibilities

Manage resources and staff utilization of the four statewide Field Services teams related to Regional Operations material acceptance, producer/supplier sampling, administer the Structural Beam Inspection Contract, and Independent Assurance Programs. Support the management of external partners, together with the Professional Services Division, including the negotiation of contracts, review of consultant invoicing, development of contract scopes, management of contract tasks, and completion of consultant grading for on-call geotechnical engineering contracts and technical service laboratory contracts.

Establish and ensure a direct relationship between quality and work outcomes by developing and implementing standards for the acceptance of construction materials, including specifications, standard operating procedures, special provisions, materials testing, required certifications, and pavement evaluations. Manage the implementation of materials and testing policies through the Field Services Teams and maintain effective coordination with producers and suppliers.

Assist in developing consultant acquisition plans for field operations activities and oversight of external partners by serving on selection committees for professional engineering services as part of the Brooks Act. Provide support in developing the

Request for Proposal (RFP), attending project-specific marketing meetings, determining scoring criteria, participating in project information sessions, serving as a scorer as part of the consultant acquisition process, and attending debriefs with consultants.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process.

Assist Project Teams as part of a matrix organization in developing the project vision for those projects having the highest complexity; defining critical goals and intended outcomes for the RFP, schedule, budget, and quality with respect to the acceptance of construction materials; supporting Project Managers by reviewing the construction materials needs associated with the Scope of Work in collaboration with Project Teams, proactively assessing risk factors; and, forecasting the cause and effect of implementing Alternative Technical Concepts related to the Request for Proposal (RFPs), project cost, and construction timing on Alternative Delivery projects. Lead the Materials and Test Field Services team in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Lead the acceptance and testing of construction materials in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Remain current on revisions to specifications, standards, and guidelines related to the testing of construction materials used for delivering transportation projects with the highest degree of complexity and maintain awareness of innovative solutions and best practices in the application of materials testing.

Develop and implement a tracking mechanism that addresses all workflow items as per TDOT Specifications, the PDN, and the time constraints laid out by the project's schedule.

Ensure the acceptance and testing of construction materials are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

- Bachelor's Degree in Engineering
- 8 years of demonstrated competency in Pavements/Materials Engineering/Testing or Highway Construction related field that includes at least 2 years of demonstrated competency in supervision
- Licensed Professional Engineer (PE)

Ideal Candidate

The Field Services Manager is the go-to person for the Materials and Test Field Services Operations and Policy. They maintain strong interpersonal relationships with staff at all levels, not only to identify needs, secure commitments, and monitor the progress of tasks but also to communicate progress to senior Region Leadership, provide recommendations for addressing challenges, and advocate for all things materials and test from specifications to verification of materials. The Manager understands risks and complex projects and is comfortable balancing the tradeoffs from implementing technical concepts. They are experts at translating theory to reality, resulting in a cohesive and high-quality Materials and Test Field Services Section.